

No	KPI	Reporting Frequency	Board	Committee	23/24 Target	Apr-23	May-23	Jun-23	Qtr 1	July	Aug	Status	Status Change Jul - Aug
Deliver valued services that meet our Customers needs and expectations													
1	% Customer complaints resolved at Stage 1 of complaint process	Quarterly	Board	CXC	91%	75.00%	73.33%	84.21%	77.78%	68.42%	90.9%	🟡	↗️
2	% Satisfied with Repairs Service (Transactional)	Quarterly	Board	CXC	90%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	🟡	➡️
3	% Tenancies sustained in the first 12 months	Quarterly	Board	CXC	96%	100%	100%	100%	100.00%	100.00%	100.00%	🟢	➡️
4	Rent Collected	Quarterly	Board	CXC	99.60%	96.03%	99.37%	99.82%	99.82%	104.12%	99.27%	🟡	↘️
5	Total Number of Complaints Received	Monthly		CXC	N/A	20	15	19	54	19	11		
6	Complaints Responded to within Target	Monthly		CXC	100%	95.00%	100.00%	100.00%	98.15%	94.74%	100.00%	🟢	↗️
7	Total Number of contact communications received by Customer Experience Team	Monthly		CXC	N/A	9444	9610	10799	29853	12248	12036		
8	Percentage of Calls answered by Front line teams	Monthly		CXC	95%	98%	99%	95%	97%	98%	97.78%	🟢	➡️
9	Average call wait time	Monthly		CXC	N/A	03:52	03:30	03:48	03:43	04:05	03:56		
10	Average call time	Monthly		CXC	N/A	05:50	05:43	05:12	05:35	05:20	04:05		
11	% of calls that pass the quality monitoring checks	Monthly		CXC	92%	97%	98%	95%	96.67%	98%	97%	🟢	➡️
12	% of Tenants satisfied with repair service	Monthly		CXC	90%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	🟡	↘️
13	% of Tenants satisfied with condition of home at time of letting	Monthly		CXC/HCC	80%	72.70%	62.50%	55.60%	63.60%	53.80%	54.50%	🔴	➡️
14	% of Tenants satisfied with recent improvements to their home	Monthly		CXC/HCC	90%	83.30%	71.40%	No data	77.40%	71.40%	100.00%	🟢	↗️
15	% of Tenants satisfied with the overall quality of their new home	Monthly		CXC/HCC	100%	No data	0.00%	0.00%	0.00%	No data	No data		
16	% of Tenants satisfied with their home safety check	Monthly		CXC/HCC	97%	100%	94.60%	94.70%	96.40%	97.10%	94.30%	🟡	↘️
17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	Monthly		CXC	£1,800,000	£119,800.00	£163,000.00	£136,724.00	£419,524.00	£141,936.06	£171,503.82		
Provide safe, decent homes for our customers with all new homes built to high quality design standards													
33	Appointable repair jobs completed in target	Quarterly	Board	CXC	90%	94.29%	89.73%	93.35%	92.43%	87.44%	89.04%	🟡	➡️
34	% of Emergency Repairs Responded to on Time	Quarterly	Board	CXC	100%	100%	100%	100%	100%	100%	100%	🟢	➡️
35	% Repairs completed at first visit	Quarterly	Board	CXC	93%	92.2%	95.5%	96.10%	94.65%	96.69%	97.55%	🟢	➡️
36	Average number of void days	Quarterly	Board	HCC	28	19	28	23	23	19	32	🔴	↘️
37	% of properties that had a gas safety check & record completed by anniversary date	Quarterly	Board	HCC	100%	100%	100%	100%	100%	100%	100%	🟢	➡️
38	% of properties that had an electrical safety check & record completed by anniversary date	Quarterly	Board	HCC	100%	100%	100%	99.96%	99.99%	99.98%	99.98%	🔴	➡️
39	% of homes with EPC Band C rating and above	Quarterly	Board	HCC	55%	57%	58.7%	60%	60%	60%	62%	🟢	➡️
40	Number of hate crime incidents	Quarterly	Board	CXC	N/A	0	1	0	1	0	0		

Home Safety Check - Gas and Electric													
41a	Home safety Check due	Quarterly	Board	HCC	N/A	444	536	450	1430	441	412		
41b	Home safety checks completed within the month	Quarterly	Board	HCC	N/A	444	536	450	1430	441	411		
41c	Number of Gas Home Safety Checks not completed	Quarterly	Board	HCC	0	0	0	0	0	0	0		
41d	Number of Electrical Home Safety Checks not completed	Quarterly	Board	HCC	0	0	0	0	0	0	1		
Fire Safety													
42a	Percentage of communal areas with Fire Risk Assessments	Quarterly	Board	HCC	100%	100%	100%	100%	100%	100%	100%		
42b	Percentage of Fire Risk Assessment overdue	Quarterly	Board	HCC	0%	0%	0%	0%	0%	0%	0%		
42c	Number of recommended remedial actions classed as Priority 1 (High Risk)	Quarterly	Board	HCC	N/A	0	0	0	0	0	0		
42d	Number of recommended remedial actions classed as Priority 2 (Medium Risk)	Quarterly	Board	HCC	N/A	0	0	0	0	2	0		
42e	Number of recommended remedial actions classed as Priority 3 (Low Risk)	Quarterly	Board	HCC	N/A	10	9	8	27	11	8		
42f	Number of outstanding remedials	Quarterly			N/A				8	7	7		
Asbestos													
43a	Percentage of communal areas surveyed for asbestos	Quarterly	Board	HCC	100%	100%	100%	100%	100%	100%	100%		
43b	Percentage of communal asbestos surveys overdue for review	Quarterly	Board	HCC	0%	0%	0%	0%	100%	0%	0%		
43c	Number of recommended remedial actions (removal action)	Quarterly	Board	HCC	N/A	0	1	1	2	1	1		
43d	Number of outstanding remedials	Quarterly	Board	HCC	N/A				1				
Legionella													
44a	Percentage of properties with communal water facilities that have been risk assessed	Quarterly	Board	HCC	100%	100%	100%	100%	100%	100%	100%		
44b	Percentage of risk assessments overdue for review	0.00%	Board	HCC	0%	0%	0%	0%	0%	0%	0%		
44c	Number of recommended remedial actions classed as PCAF (Immediate risk)	Quarterly	Board	HCC	N/A	0	0	3	3	0	0		
44d	Number of recommended remedial actions classed as High Risk	Quarterly	Board	HCC	N/A	9	3	13	25	0	0		
44e	Number of recommended remedial actions classed as Medium Risk	Quarterly	Board	HCC	N/A	1	27	33	61	1	1		
44f	Number of outstanding remedials	Quarterly			N/A				0				
Disrepair													
45	YTD - Number of disrepair claims received	Quarterly	Board	HCC	N/A	4	1	2	7	2	1		
Periodic Electrical Testing													
46a	Number of properties not surveyed for electrical safety within the last 5 years	Quarterly	Board	HCC	0	97	88	90	275	90	103		
46b	Percentage of properties surveyed for electrical safety within the last 5 years	Quarterly	Board	HCC	100%	98%	98%	98%	98%	98%	97%		

46c	Percentage of C1, C2 or C3 actions not completed	Quarterly	Board	HCC	0%	1.90%	1.97%	2.38%	2.38%	3.20%	1.02%		
46d	Number of outstanding remedials	Quarterly	Board	HCC	N/A				78				
Passenger lifts													
47a	Percentage of service due completed	Quarterly	Board	HCC	100%	100%	100%	100%	0	100%	100%		
47b	Number of recommended remedial actions classed as priority 1 (Health and Safety Issue)	Quarterly	Board	HCC	N/A	0	0	0	0	0	0		
47c	Number of recommended remedial actions class as a priority 2 (Medium Risk)	Quarterly	Board	HCC	N/A	0	0	0	0	0	0		
47d	Number of recommended remedial actions class as a priority 3 (Low Risk)	Quarterly	Board	HCC	N/A	0	0	0	0	0	0		
47e	Number of outstanding remedials	Quarterly	Board	HCC	N/A				0				
48	All current ASB cases	Monthly		CXC	N/A	69	66	75	75	42	39		
49	ASB New cases Opened	Monthly		CXC	N/A	12	26	21	59	17	12		
50	% of ASB cases closed as resolved	Monthly		CXC	81%	100%	95%	100%	100%	100%	100%		
51	Number of reported domestic abuse incidents	Monthly		CXC	N/A	8	7	17	32	11	9		
52	Emergency Repairs as percentage of total repairs completed	Monthly		HCC	N/A	29%	28%	30%	29%	34%	37%		
53	No of voids	Monthly		HCC	N/A	31	21	26	78	30	26		
54	Number of evictions - Income	Monthly		CXC	N/A	0	0	2	2	0	2		
55	Number of evictions - Homes and Neighbourhoods	Monthly		CXC	N/A	0	0	0	0	0	0		
A well governed, efficient and financially strong organisation													
63	Voluntary staff turnover	Quarterly	Board	CCC	17.5%	0.00%	1.80%	0.60%	2.40%	1.20%	3.60%		
64	Percentage working hours lost to sickness	Quarterly	Board	CCC	2.6%	3.70%	4%	2.80%	3.46%	3.10%	2.80%		
75	EDI Data Completion	Quarterly		CCC	N/A	72%	74.30%	74.30%	74.30%	75.40%	74.20%		
76	Rent Loss on Voids	Quarterly	Board	CXC	1.4%	1.56%	1.81%	0.82%	1.27%	1.18%	1.10%		
77	Rent arrears as a proportion of total rent due	Quarterly	Board	CXC	<2.5%	1.95%	1.93%	2.10%	2.10%	1.98%	2.02%		
78	Current Level of Bad Debt Write Off	Quarterly	Board	CXC	3%	0.72%	0.40%	0.22%	0.22%	0.90%	0.72%		
80	Former Tenant Arrears as a % of Debit	Monthly		CXC	N/A	1.12%	1.08%	1.15%	1.15%	1.06%	1.06%		
81	FT Write offs as a % of debit	Monthly		CXC	N/A	0.02%	0.10%	0.06%	0.06%	0.15%	0.04%		
82	Rechargeable Repairs Write Offs as a % of recharge debt	Monthly		CXC	N/A	1.48%	1.17%	3.69%	3.69%	0.71%	2.58%		